

Board Meeting Paper		
Mar 17 BM A 1.0		
Purpose of report	<input type="checkbox"/> Decision ¹ <input type="checkbox"/> Discussion / debate <input type="checkbox"/> Information only ²	
Sensitive Information?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If sensitive, protective marking³		
Date of Meeting		16/03/2017
Agenda Item		A 1
Report Title		GWR Contact Centre Backlog
Sponsor		Anthony Smith
Author(s)		Nina Howe

1. Summary

Mark Hopwood (GWR MD) has agreed to attend our March Board Meeting to talk about the Great Western Railway (GWR) contact centre backlog, affecting the company's ability to respond to passenger inquiries, claims and complaints.

The problem has had a significant impact on passengers with many having to wait for several months for a response to a claim or complaint and the accompanying frustration and inconvenience.

Transport Focus Contact Team has also seen unprecedented numbers of contacts related to the GWR backlog, the current figure is 370+. To put this into context, over the past six months we have opened 618 GWR appeal complaints, for the same period last year we opened 98 appeal complaints. GWR has committed to work closely with the Transport Focus team to resolve the cases we have. However overstretched resource within the GWR customer service team has meant that cases related to the backlog remain high.

We have raised the significant delays in responses to passengers for some months now, both with GWR, and First Group. Our concern that we were not seeing significant improvement in the contact centre situation culminated in a letter from Anthony Smith to Mark Hopwood in January - outlining our concerns in relation to both the problems faced by passengers and the situation with our caseload - and an invitation to Mark to attend the March Board meeting.

The session will provide the Board with a useful opportunity to understand more about why the backlog occurred, what GWR has been doing to try and resolve it, and what lessons GWR / First Group and the wider industry can learn from the problem.

2. Recommendations / decision required

N/A

3. Further details

N/A

4. Implications – Financial, Risk, Legal, Staffing

N/A

¹ If a decision is required, or you are asking for the paper to be formally noted, please set this out in section 2

² If for information only, please make clear in section 1 **why** this information is being provided

³ ie **OFFICIAL/SENSITIVE**: plus COMMERCIAL / POLICY / MANAGEMENT-STAFF / PERSONAL PROTECT

5. Background information

Description	Web Link

6. Equalities screen

Sometimes, an equalities impact assessment (EIA) is required for a given report, proposal or project. To help decide whether an EIA is required, a screen must be undertaken based on the information provided above. The screen seeks answers to four questions which are used to determine impact on the protected characteristics – major, minor or none (default). Please choose the correct impact value and, if **major**, link it to an explanation below.

Gender	Age	Sexual orient'n	Disability	Marital status	Political belief	Religious belief	Racial group
1. What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories?							
None	None	None	None	None	None	None	None
2. Are there opportunities to better promote equality of opportunity for people within the Section 75 equalities categories?							
None	None	None	None	None	None	None	None
3. To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion or racial group?							
					None	None	None
4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?							
					None	None	None

Summary of **major** impacts

1	
2	

Conclusion (the board's consideration of this paper may result in a change of conclusion)

Based on the information above, and having regard to the guidance below, the sponsor and author of this paper agree that (✓)	
(a) A full equalities impact assessment is not required	✓
(b) A full equalities impact assessment is not required at this time but the impact values above suggest the matter should be kept under view during the lifetime of the project	
(c) A full equalities impact assessment is required and should be completed during the lifetime of the project	
(d) A full equalities impact assessment is required and should be completed immediately	
Please provide a brief explanation of why you have arrived at this conclusion	
<p><i>The proposal has little no relevance to equality of opportunity or good relations and / or is purely technical in nature and will have no bearing in terms of its likely impact on equality of opportunity or good relations for people within the equality and good relations categories.</i></p>	